

# UI OPERATIONAL PERFORMANCE

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**Quarter Ending September 30, 2001**

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## Introduction


- This is the seventeenth in a series of quarterly reports designed to give a broad overview of UI operational performance and its basic context. Where available, data shown are for the quarter, or for the 12-month period, ending September 30, 2001.
- This report includes two Special Focus analyses. The first summarizes the content of the latest State Quality Service Plans. The second is the first of a series of quarterly reports on performance against the new goals enunciated for ETA as apart of the Government Performance and Results Act (GPRA) planning process. It shows intrastate 1<sup>st</sup> payment timelapse and new status determinations timelapse performance, by state, for FY 2001. The next report will show performance for the 12 months ending December 31, 2001. ETA has identified two other goals—increasing benefit payment accuracy and facilitating the reemployment of UI claimants—but the indicators are under development. Future reports in this series will be sent independent of the Quarterly Management Report.
- Users are encouraged to offer comments to the Division of Performance Management on the content, format and displays of the report. Please send comments to Burman Skrable on (202) 693-3197.

## Macro Scene

- *For the quarter*, all Chart I indicators reflected the deepening recession. Compared with the same quarter last year, overall unemployment indicators (number, rate) are up about 20 percent, but the UI indicators are up twice that. For example, initial claims at 4.8 million were up 37%, continued claims 45% to 2.9 million, and first payments 38% to 2.2 million. Benefit payments were up 68% to \$7.3 million. Tax collections alone were unchanged.
- *For the year*, 1-year values are similarly above 3-year averages, the largest differences being benefit payments (\$26.2 billion vs. \$21.6 billion, or 21%) and continued claims (up 17% to 2.7 million). On the other hand, the exhaustion rate is at its 3-year average and average benefit duration below it slightly. This is because deteriorating economic conditions first drive up initial claims and first payments, and continued weeks paid and, eventually, final payments follow. First payments are the denominator in both the average duration and exhaustion rate and its run-up initially depresses both ratios.

# **Movement in the Aggregate Performance on GPRA/TIER I Measures**

*change from year ending 6/30/01 to year ending 9/30/01*



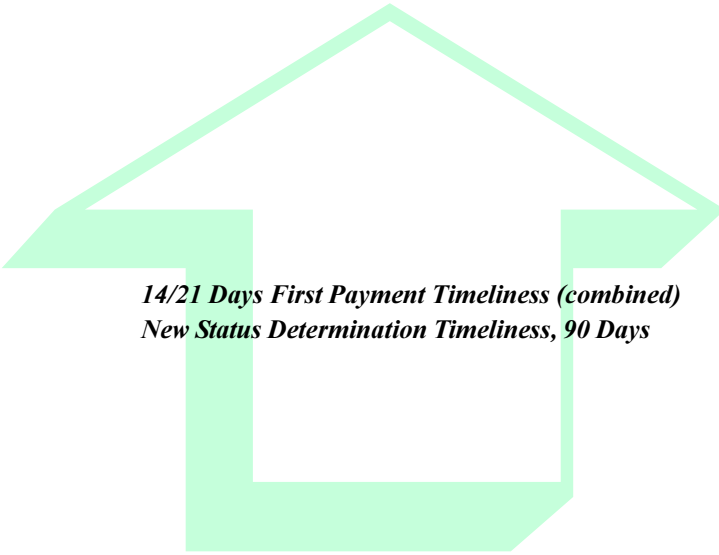
*14/21 Days First Payment Timeliness (combined)  
35 Days First Payment Timeliness (combined)  
Nonmonetary Determinations NonSep Timeliness  
Nonmonetary Determinations Quality  
Lower Authority Appeals Timeliness, 90 Days  
Lower Authority Appeals Quality  
New Status Determination Timeliness, 90 Days  
New Status Determination Timeliness, 180 Days*



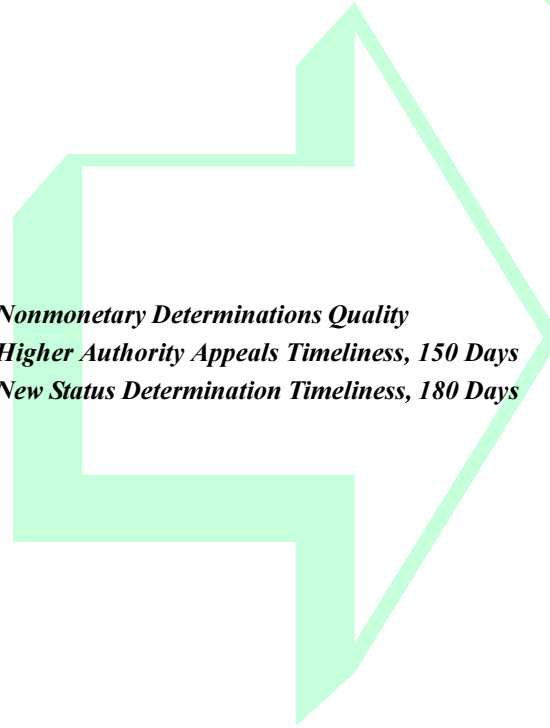
*Nonmonetary Determinations Separation Timeliness  
Lower Authority Appeals Timeliness, 30 days  
Lower Authority Appeals Timeliness, 45 Days  
Higher Authority Appeals Timeliness, 45 days  
Higher Authority Appeals Timeliness, 75 Days  
Higher Authority Appeals Timeliness, 150 Days  
Transfer from Clearing Account*

# **Movement in the Number of States Passing GPRA/TIER I Measures**


*change from year ending 6/30/01 to year ending 9/30/01*



*14/21 Days First Payment Timeliness (combined)  
New Status Determination Timeliness, 90 Days*



*Nonmonetary Determinations Quality  
Higher Authority Appeals Timeliness, 150 Days  
New Status Determination Timeliness, 180 Days*



*35 Days First Payment Timeliness (combined)  
Nonmonetary Determinations Separation Timeliness  
Nonmonetary Determinations NonSep Timeliness  
Lower Authority Appeals Timeliness, 30 days  
Lower Authority Appeals Timeliness, 45 Days  
Lower Authority Appeals Timeliness, 90 Days  
Lower Authority Appeals Quality  
Higher Authority Appeals Timeliness, 45 days  
Higher Authority Appeals Timeliness, 75 Days  
Transfer from Clearing Account*

## UI System Performance

### ***GPRA***

Data are available for nine indicators of the 11 ETA uses to assess UI performance against its FY 2001 goals. The system met its targets for three of them (status determination accuracy, reciprocity rate, and states meeting the 1.0 AHCM level of solvency.) Performance was close on three others: 25 of 26 states met the nonmon quality standard vs. a target of 26; 48 states met the status timeliness criterion (target was 50) and the exhaustion rate was 32.5% (target was <32%).

For FY 2002 and beyond, ETA has refined its UI goals to four, each with one indicator, and changed their focus from the number of states attaining a criterion to providing a specified level of service to customers system-wide. We already have data for two of the indicators (intrastate 1<sup>st</sup> payments and new status determinations; see the Special Focus section.) *Measures are being developed for the goals of facilitating reemployment and improving benefit payment accuracy.*

### ***Tier I Performance***

In this version of the report, and all subsequent versions, we will examine performance by using the last 12 months (or four quarters) worth of data instead of just the last quarter's worth. The longer time frame gives a much more accurate picture of true progress or regress by eliminating the strong seasonal component we find in most performance indicators. This is how data will be reported on the GPRA Tracking Report (see Special Focus, below.)

In brief, the accompanying arrows indicate that aggregate values rose for eight of the Tier I indicators and fell for seven. However, for only two indicators did the numbers of states meeting the criteria rise, and it fell for ten. This indicates that larger states disproportionately improved performance, and performance declines occurred among smaller states.

**Areas where greatest number of States achieve criteria:** At least 90% of all States made criteria for First payments within 35-days; Lower Authority Appeals quality; Higher Authority appeals timeliness; and status determinations timeliness.

**Weakest areas:** Less than one third of the states met criteria for Nonmon timeliness and quality;

**In the Middle:** 14/21-day first payments (combined); timeliness of trust fund transfer; Lower Authority appeals timeliness. Lower Authority Appeals timeliness at all levels has dropped sharply over the past year: 47 states met the 30-day criterion for FY 2000; this had fallen to 38 for the year ending 6/30/01 and to 34 for FY 2001.

➡ **1st Payment Timeliness**—Although workloads continued to rise with the cyclical downturn, aggregate 1<sup>st</sup>-payment timelapse improved slightly. Although aggregate performance rose, the number of States meeting the intrastate criterion fell (45 to 42). Interstate time lapse performance has shown continuous improvement over the past few years.

- **Nonmonetary Determinations**—This area remains the weakest. Only a third of states meet the separation criterion and a quarter the non-separation criterion. The aggregate performance timeliness figure for separation timeliness is below its 3-year average, and the non-sep figure is unchanged over three years. Quality has improved marginally: 71.4% of cases had satisfactory scores for FY 2001, versus a 3-year average of 70.8%.
- **Lower Authority Appeals**—All aggregate timeliness indicators fell sharply over the past quarter and past year, as noted above. Quality is down marginally for the quarter and from a year ago. The reasons for the crash in timeliness need study; regression analysis relating time lapse to appeals workload seems to indicate that workload rises had only a minor effect.
- **Higher Authority Appeals**—Although aggregate timeliness performance and the number of states meeting the 45- and 75-day criteria slipped slightly, this remains one of the systems strongest areas of performance.
- **Status Determinations Timeliness**—Aggregate time lapse at both 90 days and 180 days rose slightly from the year ending 6/30/01. The number of States meeting the 90-day criterion was flat at 48 while those meeting the 180-day criterion rose from 47 to 48. This is another strong area of performance and it will get increasing scrutiny because the 90-day indicator is a key GPRA indicator for FY 2002 and beyond.
- **Transfer Timeliness** – Aggregate performance by both measures declined slightly and the number of states meeting both the old and new criteria declined by three or four.

### ***Other Important Measures***

The other indicators had a mixed pattern of change from the year ending June to the year ending September.

- % of Continued Claims paid within 21 days was unchanged at 93.6% within 21 days. For the year, the best State was at 99.5%, the lowest at 68.5%.
- BAM overpayment rate was virtually the same, at about 8.7%.
- Workforce development measures were unchanged. BAM data showed about 14% of claimants received referrals from the ES, 4.4% were in training, 40% of ICs were profiled and 42% of those profiled were pooled, and 34% of those pooled were referred to services in both periods.
- BPC recovery rates were also unchanged, and both Fraud and Nonfraud recovery rates were about 58%). State ranges remain high, from 27% to nearly 150% for fraud recoveries, and 21% to 96% for nonfraud.
- Tax measures: The annual measure for % of contributions on time improved from 91% in the June to 91.4% in September; there was similar improvement in the percent of reports received timely, from 84.5% to 85%. The other key measures were unchanged: Accounts receivable were about 3.1% of contributions due, audit penetration was steady at 1.9%, the percent of wages change resulting from audit at 4.2%, and the percent of wages audited at 1.1%.

## ***Special Focus Analysis:* Corrective Action and Continuous Improvement Plans in FY 2002 State Quality Service**

### **Background**

UI PERFORMS is the name given to the management system developed by the federal and state partners who together are responsible for operating and overseeing the state-federal Unemployment Insurance system. UI PERFORMS envisions a continuous cycle of striving for improvement based on the Plan-Do-Check-Act model of planning, operations, measurement and analysis of actual performance, and efforts to build improvement plans into the next planning cycle.

The heart of the process is the Annual State Quality Service Plan (SQSP). Similar to planning processes in the private sector, the SQSP is the unemployment insurance system's "business plan" which states are to develop in conjunction with preparing their budget in order to insure resources are committed to activities that improve performance. Through the SQSP, the state both enacts performance planning (based on both State and Federal priorities) and provides assurances that it will meet federal grant requirements.

In order to align Federal emphases with State planning, the National Office advises the States in early spring of the areas upon which the Federal government will focus. Throughout the summer, the Federal partner works with the State to determine the most realistic plan to attain the State's goals and to address poor performance in Tier I measures.

- Failure to attain a Tier I criterion requires a corrective action plan (CAP) in the next planning cycle.
- States are encouraged to raise performance in Tier II areas in various ways, primarily through continuous improvement plans (CIPs) in the SQSP. States whose Tier I performance already exceeds the minimum criteria are also encouraged to strive for performance improvement through voluntary CIPs.
- An improvement plan can be mandatory—a CAP—if performance is egregiously poor (i.e., seriously out of line with the system's performance norm).

The SQSP also communicates to readers the state's primary focuses for the upcoming fiscal year. It provides an opportunity for states to pause and consider potential for improvement in all areas of the UI operations and customer satisfaction. It also allows states to formally request technical assistance from the Department thereby allowing the Department to schedule and commit resources to provide the requested technical assistance.

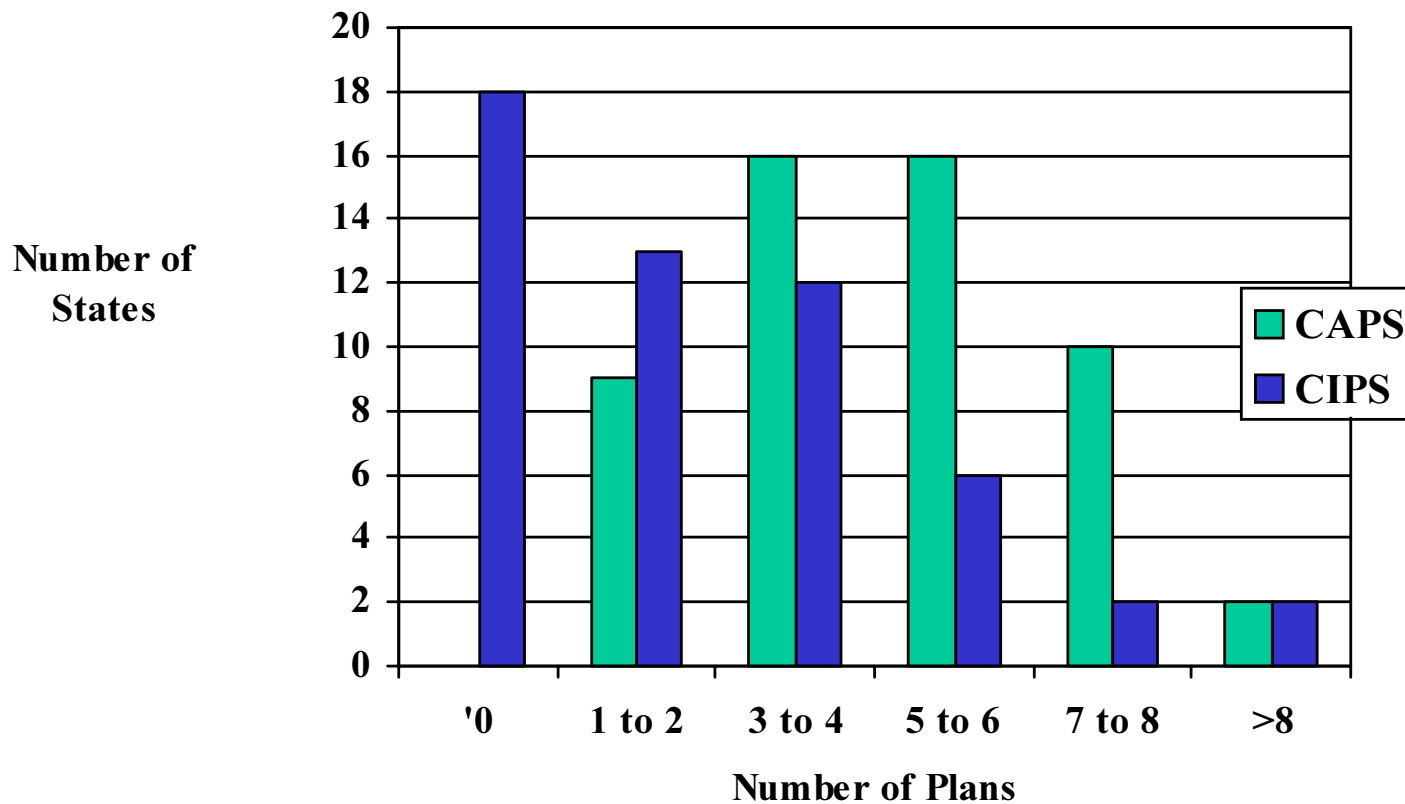
### **FY 2002 Summary**

Fiscal Year 2002 is the second full year that states have used the SQSP to develop their UI business plans. In FY 2002, most states were focused on improving performance in the areas of tax and benefits, particularly in improving the quality of adjudicating nonmonetary issues that arise when a claim is filed or during the time the claimant seeks to draw unemployment. Many states are focused on automating benefits and tax functions to allow claimants direct check deposit and to allow employers to file taxes on line.

Technical assistance is frequently provided by the U.S. Department of Labor, especially in the area of training state staff to adjudicate nonmonetary issues. In FY 2001 and FY 2002, states often requested that the Department provide information about state's successes in improving performance in the Tier I measures.

## Corrective Action Plans and Continuous Improvement Plans

- Fifty-three states and jurisdictions submitted a total of 256 CAPs, an average of 4.8 per state. This includes all CAPs and CIPs for Tier I measures as well as for deficient program operations, such as BAM, TPS, untimely submitted reports, etc. This is an increase of one CAP per state over last year.
- Thirty-five states submitted a total of 279 CIPs (5.3 per state); in FY 2001, 38 states submitted 190 CIPs (3.6 per state).
- The following chart shows a distribution of the number of CAPs and CIPs by state. Eighteen states submitted no CIPs. Two states submitted more than eight CIPs; one had eleven and the other twenty-four. The great majority of CIPs are to improve Tier II performance, not improve Tier I performance beyond the minimum criteria.
- Two states met or exceeded all Tier I measures and submitted a CAP only for submitting required unemployment insurance reports timely. Four states had only one required CAP.





More states submitted plans with multi-year target dates than in FY 2001 and some are in the second year of a multi-year plan to improve Tier I measures effective FY 2002. Regions track states' performance with quarterly reviews of CAPs and CIPs and most require quarterly management reports from each state.

Regions took different approaches to working with states in the planning process. Some Regions began by doing detailed in-house analysis of state performance. This included, but was not limited to, running data analysis of all measures for various periods of time, conferring with Regional staff knowledgeable in various UI program operations (e.g., federal programs including UCFE, UCX, Appeals, BAM, etc.), analyzing past performance and suggesting to states early in the planning process which performance areas needed particular attention for improvement.

It should be noted that states submit plans to Regional Offices in early September so the FY 2002 SQSPs do not presently reflect any performance planning adjustments that may have been made in response to the events of September 11, 2001. In addition, the FY 2002 SQSPs were also developed before GPRA measures were changed in December 2001 to include a focus on the Tier I measure of new tax status determinations. States are presently making adjustments to their plans with Regional Office assistance.

# ***GPRA Tracking Report***

## **FY 2002 Goals**

This is a quarterly report to track progress toward meeting the performance targets established under the Government Performance and Results Act. For FY 2002, ETA has established four key goals to assess UI performance. Two of them use UI PERFORMS Tier I measures as indicators:

### *Make Timely and Accurate Benefit Payments to Unemployed Workers*

- Payment Timeliness: 91% of all intrastate first payments will be made within 14/21 days

### *Set Up UI Tax Accounts Promptly for New Employers*

- Status Determinations: 80% of new employers will receive a determination about their UI tax liability within 90 days of the end of the first quarter they become liable for the tax.

Measures for two of them will be developed in FY 2002:

### *Facilitate the Reemployment of UI claimants.*

- During FY 2002, establish a baseline to increase the entered employment rate of UI claimants

### *Improve Payment Accuracy for Unemployed Workers*

- In FY 2002, establish a baseline to improve UI Payment Accuracy nationwide

## **Tracking Performance**

The indicators for the first two goals are framed in terms of national averages, instead of the number of States meeting a Tier I criterion as in FY 2001. This is to emphasize the need for good service to all customers. The 2002 targets were set based on where we are (in FY 2001, 90.5% of all first pays were made within 14/21 days; 79.4% of new Status Determinations were made within 90 days). To attain each goal, each State must try to improve its performance. States below a Tier I criterion must at least try to reach it through corrective actions; states already above a criterion must at least sustain, and preferably try to improve on, last year's performance. The following table shows where we are at present (FY 2001) toward meeting the two goals for which we have measures:

- U.S. Average performance for the latest available 4-quarter period;
- Each State's performance for the latest available 4-quarter period;
- The percentage change from its 4-quarter average for the period ending the quarter before;
- Whether the state is below the Tier I criterion for the latest available 4-quarter period.

**Quarterly Tracking Information on the Intrastate First Payments and New Status Timeliness Goals**

	Intrastate First Payment 14/21 Day Time Lapse			New Status Timeliness, 90 Days		
State	Performance for Yr Ending 9/30/01	Change From Yr Ending 6/30/01	Below 87 % Criterion	Performance Yr Ending 9/30/01	Change From Yr Ending 6/30/01	Below 60 % Criterion
AK	91.8%	0.1%		86.0%	-0.9%	
AL	95.7%	0.2%		72.2%	-1.7%	
AR	92.4%	0.1%		63.0%	2.4%	
AZ	94.9%	0.2%		66.0%	0.0%	
CA	88.0%	0.1%		88.8%	2.0%	
CO	88.5%	3.7%		94.7%	-1.6%	
CT	94.1%	1.0%		87.2%	-0.3%	
DC	85.4%	1.7%	✓	82.5%	0.2%	
DE	95.1%	0.7%		75.9%	0.3%	
FL	88.1%	2.4%		84.3%	0.0%	
GA	93.1%	0.9%		82.1%	-5.6%	
HI	90.5%	-0.5%		86.7%	-0.6%	
IA	91.6%	0.5%		68.3%	0.0%	
ID	96.7%	0.0%		89.2%	0.6%	
IL	92.9%	0.0%		72.7%	1.8%	
IN	87.0%	0.3%		82.4%	0.3%	
KS	91.5%	0.5%		53.9%	13.7%	✓
KY	92.5%	0.2%		87.1%	0.0%	
LA	83.4%	-0.2%	✓	80.3%	0.4%	
MA	89.7%	1.2%		62.3%	0.1%	
MD	93.6%	0.7%		85.6%	1.5%	
ME	88.0%	0.1%		79.2%	0.2%	
MI	89.6%	-0.7%		78.3%	-0.3%	
MN	92.2%	0.6%		82.2%	0.6%	
MO	86.1%	-0.5%	✓	62.1%	2.2%	
MS	93.9%	-0.3%		77.1%	-0.3%	
MT	92.2%	-0.2%		INA	INA	
NC	91.0%	-0.2%		78.3%	2.0%	
ND	98.1%	-0.4%		75.2%	0.4%	
NE	95.0%	-0.2%		80.7%	2.3%	
NH	85.5%	2.2%	✓	84.8%	0.4%	
NJ	91.5%	0.3%		40.7%	-7.5%	✓
NM	88.4%	-0.3%		86.4%	0.2%	
NV	90.5%	3.2%		84.8%	-0.4%	
NY	90.4%	-0.6%		84.3%	3.7%	
OH	92.6%	0.1%		87.3%	-0.7%	
OK	90.7%	-0.4%		65.5%	0.3%	
OR	93.2%	0.1%		85.0%	-1.0%	
PA	86.7%	0.9%	✓	59.4%	-0.8%	✓
PR	88.4%	1.3%		79.9%	6.3%	
RI	85.4%	0.0%	✓	94.9%	0.0%	
SC	92.2%	0.4%		85.2%	0.5%	
SD	84.8%	-1.2%	✓	72.5%	-1.0%	
TN	95.7%	-0.7%		85.5%	0.1%	
TX	89.4%	0.0%		79.6%	1.1%	
UT	97.7%	0.0%		91.5%	-0.3%	
VA	94.2%	0.7%		77.0%	0.0%	
VI	81.9%	-1.5%	✓	INA	INA	
VT	90.6%	-0.8%		74.7%	0.7%	
WA	90.0%	0.8%		85.9%	-0.1%	
WI	94.8%	0.1%		68.3%	0.1%	
WV	90.2%	0.0%		87.8%	-0.4%	
WY	92.3%	0.1%		78.7%	-0.6%	
<b>U.S. Average</b>	<b>90.5%</b>	<b>0.2%</b>	<b>8</b>	<b>79.4%</b>	<b>0.3%</b>	<b>3</b>

## ***GPRA Scorecard***

For the 12 months ending in September 2001 against the ETA Strategic and Annual Performance Plan goals for UI relative to the targets contained in the FY 2001 APP:

Goal/Indicator	2001 Target	Performance
# States meeting nonmon quality criterion	28 States	25 States
# States meeting Sec. Std., intrastate 1st pay timeliness, 14/21 days	48 States	42 States
# States meeting new status timeliness criterion, 90-day	50 States	48 States
# States passing new status accuracy acceptance sample	36 States	39 States**
Speed of Deposit into Clearing Accounts	Under development	Not Applicable
# States meeting timeliness of transfer to Trust Fund criterion	39 States	31 States
Reciprocity Rate	$\geq 39\%$	43%
# States with MaxWBA $\geq 2/3$ of Avg. Weekly Wage	13	10
# States with AHCM $\geq 1.0$	$\geq 32$ States	32 States*
Entered Employment Rate or Alternative	Under development	NA
Exhaustion Rate	$\leq 32\%$	33%

\*\*CY 2000

\* FY 2000

# UI QUARTERLY MANAGEMENT REPORT

## CHART I

Report Period: July 1, 2001 to September 30, 2001

Rundate: January 2, 2002

	NATIONAL AGGREGATE				STATE PERFORMANCE					
	3-Yr	1-Yr	Prev Qtr	Curr Qtr	1-Yr		Previous Quarter		Current Quarter	
					High	Low	High	Low	High	Low
<b>MACRO INDICATORS</b>										
Net UI Contributions (3-yr. is annual avg.)	19.6B	19.8B	9.9B	4.4B	2.8B	7.4M	1.4B	2.5M	484M	1.7M
Net UI Benefits (3-yr. is annual avg.)	21.6B	26.2B	6.8B	7.3B	2.8B	4.0M	739M	1.1M	818M	1.5M
TUR (unadjusted)	4.2%	4.4%	4.4%	4.8%	10.9%	2.5%	11.3%	2.4%	12.1%	2.2%
IUR (unadjusted)	1.9%	2.1%	2.1%	2.3%	5.3%	0.8%	5.6%	0.7%	5.5%	0.7%
Total Unemployment Level (weekly, unadjusted)	5.9M	6.2M	6.2M	6.8M	0.9M	8,512	0.8M	8,750	0.9M	7,584
Insured Unemployment Level (weekly, unadjusted)	2.3M	2.7M	2.7M	2.9M	0.3M	2,838	0.4M	2,578	0.4M	2,838
Number of First Payments (3-yr. is annual avg.)	7.6M	8.9M	2.0M	2.2M	1.2M	1,455	0.3M	426	0.3M	460
Number of Initial Claims (3-yr. is annual avg.)	16.8M	19.4M	4.6M	4.8M	2.7M	2,458	0.7M	627	0.7M	899
Average Duration of Benefits (weeks)	14.0	13.7	^	^	18.4	7.9	^	^	^	^
Exhaustion Rate	32.5%	32.5%	^	^	53.3%	4.8%	^	^	^	^
<b>GPRA PERFORMANCE</b>										
UI Recipieney Rate	39.2%	43.1%	43.8%	42.8%	79.2%	23.1%	73.8%	23.1%	71.4%	20.6%
Wage Replacement Ratio (BAM)	46.5%	46.7%	46.1%	45.7%	56.5%	31.8%	56.7%	31.5%	56.7%	32.7%
% UI Claimants Registered with ES (BAM)	61.0%	61.4%	62.6%	66.1%	100.0%	10.5%	100.0%	13.2%	100.0%	10.0%
<b>OTHER IMPORTANT MEASURES OF PERFORMANCE</b>										
% of Contributory Employers Filing Reports Timely	86.1%	85.0%	86.5%	85.2%	99.5%	66.0%	98.5%	63.4%	99.7%	69.3%
Cont. Claims Payment Timeliness, Intra, 21 days	93.4%	93.6%	93.9%	93.0%	99.5%	68.5%	99.5%	78.4%	99.5%	45.5%
BAM Overpayment Rate	8.8%	8.6%	8.1%	8.3%	20.7%	2.0%	21.9%	0.6%	24.2%	0.0%
Fraud Overpayment Recovery Rate	54.9%	58.4%	67.7%	45.1%	148.1%	26.9%	^	^	^	^
Nonfraud Overpayment Recovery Rate	56.9%	56.8%	58.6%	50.1%	96.0%	20.6%	117.0%	32.9%	93.9%	21.5%
% of Amounts Due that were Paid Timely	88.0%	91.4%	93.6%	90.6%	100.0%	5.6%	100.0%	0.0%	9.8.8%	0.0%
% of Accounts Receivable at end of report period	3.0%	3.1%	^	^	19.3%	0.5%	^	^	^	^
% of Change in total wages resulting from audit	4.1%	4.2%	3.8%	4.3%	16.0%	0.0%	14.5%	0.0%	17.3%	0.0%
% of Contributory employers who are audited	1.8%	1.9%	^	^	4.4%	0.1%	^	^	^	^
% of Total wages audited (annualized)	1.4%	1.2%	1.9%	1.2%	3.6%	0.0%	5.5%	0.0%	3.4%	0.0%
<b>UI and the WORKFORCE DEVELOPMENT SYSTEM</b>										
% of UI claimants receiving referrals from ES (BAM)	14.8%	13.9%	14.6%	13.6%	51.2%	0.1%	56.7%	0.8%	58.2%	0.9%
% of UI claimants in Training (BAM)	4.8%	4.4%	4.1%	4.3%	9.0%	1.0%	10.8%	0.8%	11.7%	0.8%
Claimants profiled as % of ICs	41.4%	40.9%	40.5%	43.3%	90.6%	9.5%	92.2%	9.7%	83.7%	11.1%
Claimants pooled as % of those profiled	38.4%	42.3%	47.8%	45.8%	98.6%	0.4%	98.6%	0.5%	98.6%	0.6%
Claimants referred to services as % of pooled	35.3%	32.6%	32.8%	29.7%	99.3%	2.9%	99.7%	2.3%	99.5%	1.1%

\* Data not available

^ Measure is calculated on a yearly basis only

# QUARTERLY MANAGEMENT REPORT

## CHART II

Report Period: July 1, 2001 to September 30, 2001

Rundate: January 11, 2002

TIER 1 MEASURES	CRITERION	NATIONAL AGGREGATE				STATE PERFORMANCE					
		3-Yr	1-Yr	Prev Qtr	Curr Qtr	Previous Quarter			Current Quarter		
						High	Low	Fail	High	Low	Fail
FIRST PAYMENT TIMELINESS											
1st Pays in 14/21 Days (combined)	90%	89.3%	89.7%	90.5%	88.5%	98.4%	81.1%	18	98.5%	68.2%	24
1st Pays in 14/21 Days (intrastate)	87%	89.9%	90.3%	90.3%	88.9%	98.0%	83.0%	10	98.6%	72.9%	17
1st Pays in 14/21 Days (interstate)	70%	79.9%	81.5%	82.1%	80.5%	96.3%	37.0%	4	96.3%	33.5%	5
1st Pays in 35 Days (combined)	95%	97.1%	97.3%	97.2%	96.9%	99.9%	92.9%	7	99.8%	89.9%	8
1st Pays in 35 Days (intrastate)	93%	97.3%	97.4%	97.3%	97.1%	99.9%	92.8%	1	99.9%	90.1%	6
1st Pays in 35 Days (interstate)	78%	93.4%	94.0%	93.8%	93.8%	100.0%	65.6%	2	100.0%	71.1%	3
NONMONETARY DETERMINATIONS											
Separation Determinations within 21 Days	80%	70.2%	69.4%	69.8%	66.5%	98.7%	25.6%	30	98.3%	9.9%	32
Nonseparation Determinations within 14 Days	80%	64.7%	64.7%	62.4%	64.0%	93.2%	14.3%	39	94.3%	27.4%	44
Nonmon Determ scoring > 80 pts	75%	70.8%	71.4%	71.6%	72.4%	96.5%	30.7%	24	93.3%	29.1%	26
LOWER AUTHORITY APPEALS											
LAA decisions within 30 days	60%	67.7%	60.3%	62.2%	56.3%	99.7%	2.5%	19	99.7%	2.7%	23
LAA decisions within 45 days	80%	85.4%	81.4%	83.7%	78.8%	100.0%	9.5%	10	99.8%	12.5%	14
LAA decisions within 90 days	95%	96.2%	95.8%	96.8%	95.8%	100.0%	35.2%	7	100.0%	42.3%	10
LA benefit appeals with combined scores > 85%	80%	94.1%	94.6%	94.7%	94.1%	100.0%	70.0%	4	100.0%	55.0%	3
HIGHER AUTHORITY APPEALS											
HAA decisions within 45 days	50%	68.3%	68.9%	72.1%	68.3%	99.7%	34.6%	2	98.6%	19.2%	5
HAA decisions within 75 days	80%	89.9%	89.7%	91.1%	88.2%	100.0%	71.0%	2	100.0%	40.6%	4
HAA decisions within 150 days	95%	98.1%	98.2%	97.5%	98.4%	100.0%	87.4%	3	100.0%	91.0%	2
NEW STATUS DETERMINATIONS											
New status determinations made within 90 days	60%	78.7%	79.2%	79.8%	79.8%	97.7%	47.1%	4	97.7%	57.9%	1
New status determinations made within 180 days	80%	88.8%	89.2%	89.2%	91.2%	100.0%	68.7%	6	98.8%	76.4%	1
TIMELINESS OF TRANSFERS FROM CA TO TF											
# Days of transfer from clearing account to trust fund	<= 2 days	2.3	2.3	2.3	2.3	16.4	0.0	17	10.9	0.0	20
Annual ratio	<= 1.75	1.97	2.05	2.20	1.90	19.93	-0.53	11	14.70	-0.79	16

\* Data not available

^ Measure is calculated on a yearly basis only

# UI QUARTERLY MANAGEMENT REPORT

## REGION I - BOSTON

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	CT		ME		MA		NH		RI		VT	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	91.0%	93.1%	86.0%	87.9%	85.2%	88.5%	79.8%	83.3%	83.0%	85.4%	91.3%	91.4%
1st Pays in 14/21 days - interstate	70%	81.7%	77.4%	60.3%	58.8%	70.7%	76.1%	64.2%	67.0%	74.9%	77.4%	83.9%	86.8%
1st Pays in 45 days - intrastate	94%	96.9%	97.6%	97.3%	97.7%	96.0%	96.9%	90.1%	92.9%	95.6%	96.4%	97.4%	96.9%
1st Pays in 45 days - interstate	78%	91.8%	89.8%	77.5%	88.8%	89.0%	90.5%	78.3%	83.1%	95.4%	95.3%	92.7%	94.2%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	2.6	2.3	1.4	1.6	1.3	1.4	5.9	4.1	0.6	0.6	1.4	1.6
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	71.4%	79.7%	36.9%	45.8%	71.3%	73.5%	28.5%	23.5%	58.8%	60.7%	47.5%	53.6%
BAM Wage Replacement Ratio	NA	44.4%	45.5%	49.8%	50.1%	48.9%	48.1%	43.1%	42.6%	56.7%	56.5%	51.1%	50.9%
UI claimants registered with ES (BAM)	NA	51.6%	47.3%	89.7%	83.5%	27.4%	25.1%	74.2%	77.6%	93.6%	95.7%	95.2%	86.6%

\* Data not available

Rundate: January 11, 2002

# UI QUARTERLY MANAGEMENT REPORT

## REGION I - NEW YORK

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	NJ		NY		PR		VI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	89.5%	91.2%	91.3%	91.0%	72.9%	87.1%	83.1%	83.4%
1st Pays in 14/21 days - interstate	70%	76.7%	76.6%	85.8%	84.3%	33.5%	47.1%	39.3%	36.5%
1st Pays in 45 days - intrastate	94%	98.4%	98.3%	97.7%	97.4%	92.7%	96.3%	92.2%	96.0%
1st Pays in 45 days - interstate	78%	91.1%	91.2%	95.2%	94.1%	71.1%	71.9%	71.4%	73.0%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	0.1	0.1	2.0	1.6	0.0	0.0	*	0.1
<b>GPRA Performance</b>									
UI Reciprocity Rate	NA	59.9%	57.3%	49.5%	45.9%	36.6%	38.0%	*	*
BAM Wage Replacement Ratio	NA	54.0%	54.9%	47.1%	48.4%	44.2%	45.3%	0.0%	0.0%
UI claimants registered with ES (BAM)	NA	35.6%	34.5%	37.2%	33.9%	55.7%	53.2%	0.0%	0.0%

\* Data not available

Rundate: January 11, 2002

# UI QUARTERLY MANAGEMENT REPORT

## REGION II - PHILADELPHIA

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	DE		DC		MD		PA		VA		WV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	93.7%	94.4%	78.2%	83.7%	91.2%	92.9%	82.5%	85.8%	92.5%	93.5%	92.0%	90.2%
1st Pays in 14/21 days - interstate	70%	73.9%	76.0%	53.0%	69.5%	83.3%	71.8%	72.1%	72.0%	76.3%	78.4%	82.5%	80.1%
1st Pays in 35 days - intrastate	93%	97.3%	97.2%	93.3%	92.7%	96.1%	96.5%	92.7%	95.1%	98.6%	98.8%	98.5%	95.9%
1st Pays in 35 days - interstate	78%	87.1%	88.0%	90.8%	92.6%	88.1%	85.4%	86.2%	88.5%	94.8%	95.6%	97.2%	96.4%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	2.0	2.2	2.7	2.7	1.1	1.3	0.3	0.2	3.1	4.3	2.8	2.3
<b>GPRA Performance</b>													
UI Reciprocity Rate	NA	49.0%	47.4%	35.9%	36.5%	33.9%	32.0%	62.0%	60.1%	29.8%	31.8%	35.5%	35.4%
BAM Wage Replacement Ratio	NA	43.6%	45.7%	42.1%	42.6%	46.5%	46.7%	54.2%	55.5%	42.0%	46.7%	42.2%	42.1%
UI claimants registered with ES (BAM)	NA	78.4%	85.5%	28.1%	12.3%	26.3%	28.7%	10.0%	14.7%	81.7%	79.0%	64.4%	61.7%

\* Data not available

Rundate: January 11, 2002



# UI QUARTERLY MANAGEMENT REPORT

## REGION III - ATLANTA

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRIT.	AL		FL		GA		KY		MS		NC		SC		TN	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>																	
1st Pays in 14/21 days - intrastate	87%	95.6%	95.5%	81.9%	85.7%	90.3%	92.2%	92.4%	92.3%	93.6%	94.2%	92.1%	91.2%	92.5%	91.8%	96.1%	96.4%
1st Pays in 14/21 days - interstate	70%	89.2%	88.9%	77.8%	81.4%	77.6%	79.5%	72.5%	72.9%	81.1%	77.1%	88.8%	84.7%	91.3%	89.4%	91.4%	84.1%
1st Pays in 35 days - intrastate	93%	98.3%	98.5%	95.6%	96.0%	97.3%	97.0%	97.1%	97.2%	96.3%	97.3%	97.4%	97.3%	98.2%	98.2%	98.6%	98.7%
1st Pays in 35 days - interstate	78%	95.0%	96.1%	94.2%	93.9%	91.9%	91.7%	88.0%	89.5%	95.1%	94.1%	95.4%	93.2%	96.3%	97.0%	96.9%	95.3%
<b>Tax/Cash Management</b>																	
Days' worth of deposits in Clearing Acct	<= 2 days	1.2	1.4	1.9	2.0	3.9	4.1	1.2	1.5	2.4	2.4	1.0	1.5	2.1	2.6	3.1	1.6
<b>GPRA Performance</b>																	
UI Reciprocity Rate	NA	35.6%	35.1%	32.1%	29.3%	38.5%	34.2%	35.9%	39.2%	42.1%	38.5%	45.0%	43.2%	42.7%	46.6%	49.8%	47.8%
BAM Wage Replacement Ratio	NA	41.5%	42.6%	49.3%	49.4%	46.0%	47.4%	53.7%	52.5%	47.1%	46.2%	51.7%	53.1%	49.4%	49.1%	45.1%	45.9%
UI claimants registered with ES (BAM)	NA	85.7%	80.6%	93.4%	89.2%	82.5%	78.6%	49.6%	53.4%	53.2%	57.1%	76.9%	75.5%	81.4%	77.4%	74.2%	65.2%

\* Data not available

Rundate: January 11, 2002

## UI QUARTERLY MANAGEMENT REPORT REGION IV - DALLAS

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	AR		LA		NM		OK		TX	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>											
1st Pays in 14/21 days - intrastate	87%	92.8%	92.3%	80.1%	83.6%	88.1%	88.7%	91.9%	91.1%	88.5%	89.4%
1st Pays in 14/21 days - interstate	70%	75.0%	75.4%	82.3%	72.3%	78.7%	76.6%	87.9%	84.5%	88.9%	88.2%
1st Pays in 35 days - intrastate	93%	97.8%	97.6%	92.8%	93.6%	96.7%	97.2%	97.6%	97.6%	97.7%	97.9%
1st Pays in 35 days - interstate	78%	93.5%	92.9%	91.8%	87.9%	93.1%	92.6%	96.9%	94.6%	97.4%	97.3%
<b>Tax/Cash Management</b>											
Days' worth of deposits in Clearing Account	<= 2 days	2.3	1.9	1.3	1.3	0.9	1.8	0.7	0.9	0.9	1.0
<b>GPRA Performance</b>											
UI Recipency Rate	NA	53.2%	55.8%	25.9%	23.9%	22.0%	23.1%	37.5%	33.7%	30.4%	29.5%
BAM Wage Replacement Ratio	NA	51.6%	52.7%	48.5%	47.1%	45.7%	47.4%	46.8%	49.3%	47.3%	48.4%
UI claimants registered with ES (BAM)	NA	53.4%	50.4%	79.8%	82.2%	83.3%	88.1%	79.2%	87.5%	90.4%	92.2%

\* Data not available

Rundate: January 11, 2002

## UI QUARTERLY MANAGEMENT REPORT REGION IV - DENVER

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	CO		MT		ND		SD		UT		WY	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	76.5%	84.8%	95.0%	92.4%	98.6%	98.5%	90.0%	86.0%	97.3%	97.7%	91.8%	92.2%
1st Pays in 14/21 days - interstate	70%	76.4%	82.6%	96.3%	89.3%	85.2%	95.2%	77.8%	75.3%	95.2%	94.4%	80.4%	79.7%
1st Pays in 35 days - intrastate	93%	96.6%	97.0%	99.6%	98.3%	99.9%	99.6%	97.1%	97.7%	99.8%	99.9%	98.2%	98.7%
1st Pays in 35 days - interstate	78%	94.8%	96.1%	100.0%	97.5%	96.3%	98.9%	93.1%	95.8%	99.2%	99.2%	97.1%	95.4%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	1.5	1.8	4.3	1.9	0.0	0.0	1.0	1.6	1.7	2.1	1.7	1.6
<b>GPRA Performance</b>													
UI Recipency Rate	NA	31.9%	31.5%	35.9%	40.6%	35.5%	48.1%	22.9%	28.3%	30.6%	33.9%	20.6%	29.9%
BAM Wage Replacement Ratio	NA	32.7%	43.5%	41.4%	43.6%	48.9%	49.9%	46.8%	46.8%	51.1%	49.7%	48.0%	48.8%
UI claimants registered with ES (BAM)	NA	80.6%	73.0%	47.8%	41.3%	100.0%	100.0%	70.0%	63.3%	84.1%	77.4%	92.1%	88.3%

\* Data not available

Rundate: January 11, 2002

## UI QUARTERLY MANAGEMENT REPORT REGION V - CHICAGO

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	IL		IN		MI		MN		OH		WI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>													
1st Pays in 14/21 days - intrastate	87%	91.3%	92.9%	86.3%	86.7%	91.5%	90.3%	86.9%	91.6%	91.0%	92.5%	93.2%	94.7%
1st Pays in 14/21 days - interstate	70%	86.2%	87.1%	74.7%	71.7%	81.6%	72.3%	75.8%	82.3%	80.9%	82.8%	78.6%	89.1%
1st Pays in 35 days - intrastate	93%	97.2%	97.8%	95.7%	95.6%	98.7%	98.2%	97.7%	98.5%	98.6%	98.7%	97.4%	97.9%
1st Pays in 35 days - interstate	78%	94.4%	95.0%	88.9%	88.6%	97.1%	93.2%	95.3%	96.8%	96.5%	96.5%	92.2%	95.7%
<b>Tax/Cash Management</b>													
Days' worth of deposits in Clearing Account	<= 2 days	10.9	9.2	0.1	0.2	1.7	9.6	7.3	8.5	2.7	2.4	7.9	7.2
<b>GPRA Performance</b>													
UI Recipency Rate	NA	41.2%	41.6%	39.3%	47.7%	45.6%	51.4%	44.3%	45.5%	40.6%	43.0%	56.5%	58.8%
BAM Wage Replacement Ratio	NA	42.2%	42.1%	51.4%	50.6%	45.4%	47.3%	49.0%	50.3%	43.5%	42.7%	51.1%	50.7%
UI claimants registered with ES (BAM)	NA	43.0%	37.6%	72.4%	64.7%	70.8%	73.3%	38.1%	33.4%	61.7%	53.1%	19.2%	18.9%

\* Data not available

Rundate: January 11, 2002

## UI QUARTERLY MANAGEMENT REPORT REGION V - KANSAS CITY

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	IA		KS		MO		NE	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	85.6%	91.1%	88.0%	91.0%	87.4%	86.6%	94.9%	95.2%
1st Pays in 14/21 days - interstate	70%	78.3%	83.7%	85.0%	88.4%	86.8%	84.2%	89.7%	82.6%
1st Pays in 35 days - intrastate	93%	97.2%	98.0%	96.5%	97.3%	97.4%	97.6%	99.0%	99.3%
1st Pays in 35 days - interstate	78%	95.2%	95.5%	93.1%	94.7%	95.5%	95.7%	97.7%	97.3%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	2.3	2.1	1.4	1.5	1.8	1.9	4.6	2.6
<b>GPRA Performance</b>									
UI Recipency Rate	NA	50.0%	57.5%	35.7%	36.3%	44.3%	45.5%	34.9%	34.9%
BAM Wage Replacement Ratio	NA	52.3%	51.8%	52.4%	53.4%	42.3%	43.5%	45.4%	46.8%
UI claimants registered with ES (BAM)	NA	100.0%	100.0%	65.4%	65.2%	88.3%	90.9%	66.3%	62.0%

\* Data not available

Rundate: January 11, 2002

## UI QUARTERLY MANAGEMENT REPORT REGION VI - SAN FRANCISCO

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	AZ		CA		HI		NV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	95.0%	94.7%	86.7%	87.9%	91.7%	91.0%	79.0%	87.3%
1st Pays in 14/21 days - interstate	70%	91.2%	89.2%	75.7%	77.3%	81.4%	79.9%	70.2%	74.5%
1st Pays in 35 days - intrastate	93%	98.3%	98.0%	97.2%	97.4%	98.1%	98.1%	91.8%	95.2%
1st Pays in 35 days - interstate	78%	97.6%	96.5%	93.4%	93.7%	96.1%	95.8%	90.9%	90.6%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	4.3	3.1	0.9	0.9	0.9	1.1	2.9	3.1
<b>GPRA Performance</b>									
UI Recipency Rate	NA	34.2%	28.0%	46.6%	46.3%	36.9%	36.6%	45.6%	49.0%
BAM Wage Replacement Ratio	NA	43.9%	43.8%	33.7%	36.8%	55.8%	53.5%	45.8%	46.6%
UI claimants registered with ES (BAM)	NA	70.0%	76.4%	52.0%	10.5%	69.2%	64.7%	100.0%	81.1%

\* Data not available

Rundate: January 2, 2002

*Footnote for California % of claimants registered with Job Service: "Although BAM finds otherwise, by policy California considers every claimant filing an unemployment insurance claim to be automatically registered with the California Job Service."*

## UI QUARTERLY MANAGEMENT REPORT REGION VI - SEATTLE

Report Period: October 1, 2000 to September 30, 2001

TIER I AND GPRA MEASURES	CRITERION	AK		ID		OR		WA	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
<b>First Payment Timeliness</b>									
1st Pays in 14/21 days - intrastate	87%	89.9%	91.7%	96.0%	96.7%	92.3%	93.1%	85.3%	89.2%
1st Pays in 14/21 days - interstate	70%	89.4%	89.2%	91.4%	90.3%	93.0%	93.4%	81.9%	86.3%
1st Pays in 35 days - intrastate	93%	96.9%	97.6%	98.9%	99.2%	98.2%	98.3%	95.4%	96.6%
1st Pays in 35 days - interstate	78%	96.2%	96.5%	96.8%	97.4%	98.2%	98.0%	93.4%	95.1%
<b>Tax/Cash Management</b>									
Days' worth of deposits in Clearing Account	<= 2 days	1.8	1.8	0.9	1.0	0.3	1.0	2.7	2.5
<b>GPRA Performance</b>									
UI Recipency Rate	NA	52.0%	63.1%	42.1%	46.1%	51.2%	56.4%	51.0%	49.6%
BAM Wage Replacement Ratio	NA	33.8%	31.8%	50.9%	50.5%	47.0%	51.7%	51.2%	51.7%
UI claimants registered with ES (BAM)	NA	47.3%	38.8%	72.5%	62.6%	97.2%	99.1%	67.9%	77.9%

\* Data not available

Rundate: January 2, 2002